



OFFICE OF THE COUNTY ATTORNEY

Douglas M. Duncan
County Executive

Charles W. Thompson, Jr.
County Attorney

COUNTY ATTORNEY CITIZEN/CLIENT SERVICE SURVEY

February 5, 2001

To try to ensure that we provide the citizens of Montgomery County with the most responsible and professional services, the County Attorney's Office seeks your help in evaluating our service. You have been chosen to help in this most important endeavor. Please answer the following questions and offer any suggestions you may have for improving our service.

Please identify and evaluate the attorney with whom you had contact on the following qualities of service:

Attorney's Name: _____

	Excellent	Good	Satisfactory	Fair	Poor	N/A*
Responsiveness:						
Did attorney respond timely to written requests?						
Did attorney negotiate with you an acceptable time frame for completing the project?						
Was attorney on time for meetings?						
Was project completed timely?						
Did attorney return phone calls promptly ?						
Professionalism:						
Did attorney present a professional appearance?						
Was attorney knowledgeable of the law?						
Did attorney clearly recognize and explain the issues?						
Did attorney clearly communicate advice?						
Did attorney present case effectively?						
Did attorney do a good job representing client?						
Were you happy with representation provided?						

*Not Applicable

Please answer the following questions “Yes” or “No”:

	Yes	No
Did the attorney offer “solutions”?		
Did the attorney offer problems without offering solutions?		
Would you “hire” the attorney to represent you if given the opportunity on a similar matter?		
Did you find our reception area clean, attractive and comfortable?		
Were you made to wait for an unacceptably long period?		
Was our receptionist cheerful and helpful?		
Was our telephone system “user friendly”?		
Was our operator cheerful and helpful?		
Was the phone answered within 3 rings by the operator?		
by the secretary?		
by the attorney?		

If you dealt with a member of our staff who is not an attorney, please identify the staff member and evaluate your experience and our staff member’s service:

Staff Member’s Name _____

	Excellent	Good	Satisfactory	Fair	Poor	N/A
Was the staff member cheerful and helpful?						
Did the staff member respond to you timely?						

Please answer the next three questions “Yes” or “No”:

	Yes	No
Did the staff member offer “solutions”?		
Did the staff member offer problems but no solutions?		
Would you “hire” this staff member to work for you if you had a similar position open?		

Please offer suggestions for improving our service or this form:

To ensure anonymity we ask that you return this form to the County’s Chief Administrative Officer at the following address:
Mr. Bruce Romer, Chief Administrative Officer, 101 Monroe Street, Rockville, Maryland 20850

Mr. Romer’s office will provide us with information derived from this survey in a manner that will protect your anonymity, but in sufficient detail to allow us to make improvements and respond to your comments. Thank you for helping to make us better servants of the citizens of Montgomery County.

Charles W. Thompson, Jr.
County Attorney